



**COVERED  
CALIFORNIA**

---

# **MANDATORY VOTER REGISTRATION ASSISTANCE TRAINING**



## Mandatory

Under Federal and State law, Covered California must offer consumers voter registration services each time a person seeks service or assistance with:

- An application
- A renewal or reenrollment of their application
- Change of address

If a consumer seeks help for one of the above reasons Covered California **must** offer help with voter registration to the same degree as is offered by the representative to complete Covered California's form, unless assistance is declined.

## When providing voter registration services you must:

- Be prepared to answer basic questions about how to register to vote and review the application for completeness.
- **Review your task guide, for voter registration information, available at:**
  - CIAs - [In-Person Assistance Task Guide](#) and [Phone-Assistance Task Guide](#)

### Important Information when providing voter registration assistance

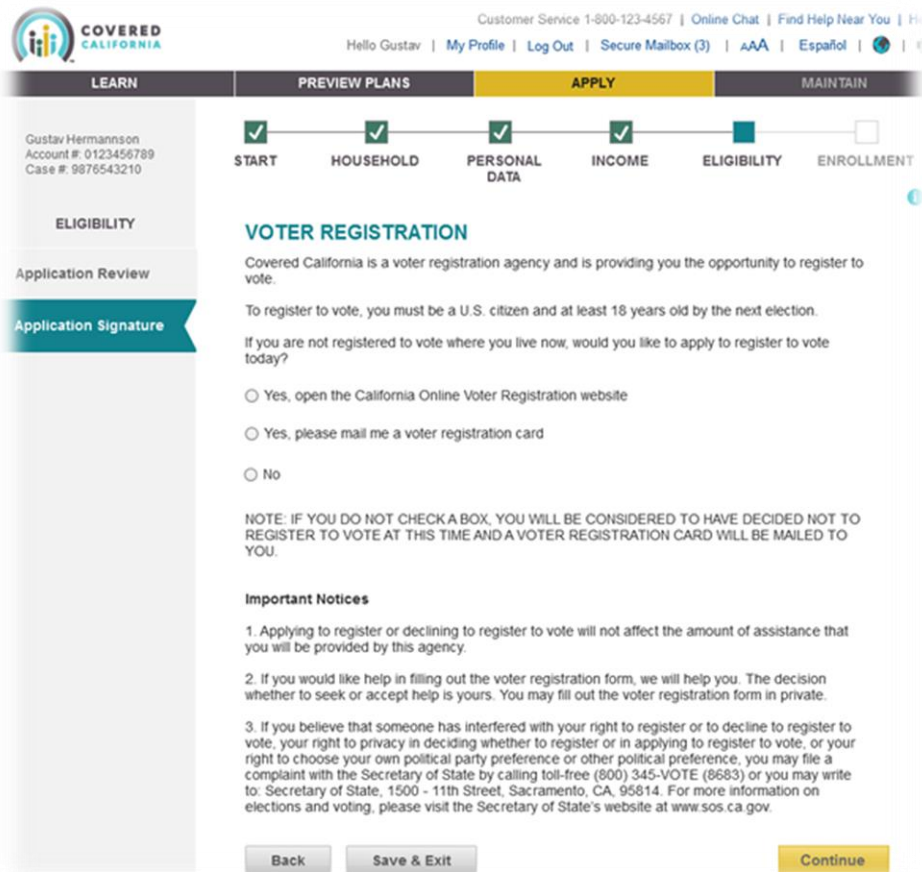
- Allow consumers the opportunity to register to vote in private.
- Never lead applicants to believe that their decision whether or not to register to vote will affect their application for benefits.
- Never influence a consumer's political party registration.
- Never discourage a consumer from registering to vote.
- Never make determinations about voter eligibility. Each consumer must determine his or her eligibility to vote.

## Mandatory Voter Registration Assistance for **In-Person Assistance - Online Application**

While providing in-person assistance **Certified Insurance Agents** are required to provide voter registration services to consumers:

- Ask consumers the voter registration question when it appears on the CoveredCA.com website and read aloud or allow the applicant to read all the “Important Notices” to ensure applicants understand their options.
- Allow applicants to answer “Yes,” “No,” “Mail,” or decline to make a selection to the voter registration question.
- If consumer chooses “Yes” to register to vote online a new window with the online voter registration form will open. Allow the applicant to register to vote and provide assistance filling out the form, unless assistance is declined.
- If no answer is selected, the consumer will be mailed a voter registration card.
- Refer consumers to the Secretary of State’s website ([sos.ca.gov](http://sos.ca.gov)) and toll-free number (800) 345-VOTE (8683) for additional help with voter registration, if needed.

## Covered California makes voter registration quick and easy.



The screenshot shows the 'APPLY' stage of the voter registration process. The progress bar indicates completion for START, HOUSEHOLD, PERSONAL DATA, and INCOME, with ELIGIBILITY and ENROLLMENT remaining. The 'ELIGIBILITY' section asks if the user wants to register to vote where they live now. Below this, there are three radio button options: 'Yes, open the California Online Voter Registration website', 'Yes, please mail me a voter registration card', and 'No'. A note states that if no box is checked, the user will be considered to have decided not to register at this time and a voter registration card will be mailed to them. Important notices are listed at the bottom, followed by 'Back', 'Save & Exit', and 'Continue' buttons.

Customer Service 1-800-123-4567 | Online Chat | Find Help Near You | Hello Gustav | My Profile | Log Out | Secure Mailbox (3) | AAA | Español | €

LEARN PREVIEW PLANS **APPLY** MAINTAIN

Gustav Hermannson  
Account #: 0123456789  
Case #: 9876543210

ELIGIBILITY

Application Review

Application Signature

**VOTER REGISTRATION**

Covered California is a voter registration agency and is providing you the opportunity to register to vote.

To register to vote, you must be a U.S. citizen and at least 18 years old by the next election.

If you are not registered to vote where you live now, would you like to apply to register to vote today?

☐ Yes, open the California Online Voter Registration website

☐ Yes, please mail me a voter registration card

☐ No

NOTE: IF YOU DO NOT CHECK A BOX, YOU WILL BE CONSIDERED TO HAVE DECIDED NOT TO REGISTER TO VOTE AT THIS TIME AND A VOTER REGISTRATION CARD WILL BE MAILED TO YOU.

**Important Notices**

1. Applying to register or declining to register to vote will not affect the amount of assistance that you will be provided by this agency.
2. If you would like help in filling out the voter registration form, we will help you. The decision whether to seek or accept help is yours. You may fill out the voter registration form in private.
3. If you believe that someone has interfered with your right to register or to decline to register to vote, your right to privacy in deciding whether to register or in applying to register to vote, or your right to choose your own political party preference or other political preference, you may file a complaint with the Secretary of State by calling toll-free (800) 345-VOTE (8683) or you may write to: Secretary of State, 1500 - 11th Street, Sacramento, CA, 95814. For more information on elections and voting, please visit the Secretary of State's website at [www.sos.ca.gov](http://www.sos.ca.gov).

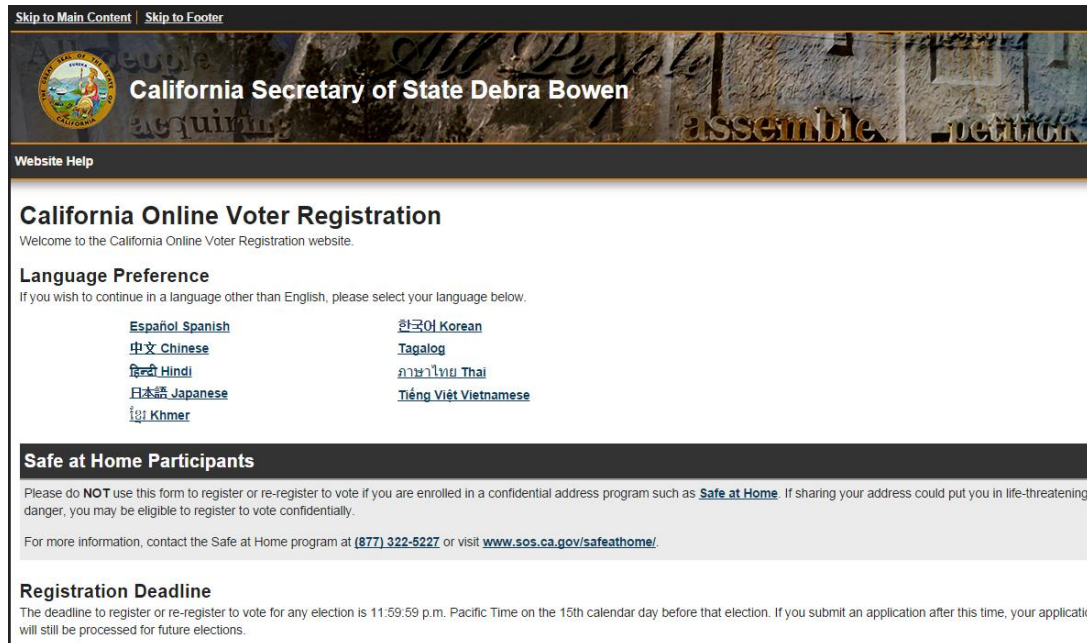
This is the Covered California voter registration page in the online application.

If consumers choose “Yes, open the California Online Voter Registration website”, the California Secretary of State’s Online Voter Registration page will open in a new window.




## California's Secretary of State's Online Voter Registration Page

Online voter registration is available in 10 languages. Allow consumers to select the language of their choice. Remember, a consumer has the right to register in private. Consumers must register to vote before they can vote, and must re-register to vote if they have moved or changed their name. If a consumer has a question you can't answer, call the Secretary of State's office at (800) 345-VOTE (8683) for additional help.



The screenshot shows the California Secretary of State's Online Voter Registration website. At the top, there is a navigation bar with links for "Skip to Main Content" and "Skip to Footer". Below this is a banner featuring the California Secretary of State Debra Bowen's name and a background image of a historical document. A "Website Help" link is located on the left. The main heading is "California Online Voter Registration", followed by a welcome message. The "Language Preference" section allows users to select a language from a list of 10 options: Español Spanish, 한국어 Korean, 中文 Chinese, Tagalog, हिन्दी Hindi, ภาษาไทย Thai, 日本語 Japanese, Tiếng Việt Vietnamese, ខ្មែរ Khmer, and ភាសាខ្មែរ Khmer. Below this is a "Safe at Home Participants" section with a warning about confidentiality and a link to the Safe at Home program. The "Registration Deadline" section states that the deadline is 11:59:59 p.m. Pacific Time on the 15th calendar day before the election.

[Skip to Main Content](#) [Skip to Footer](#)

 **California Secretary of State Debra Bowen**

[Website Help](#)

### California Online Voter Registration

Welcome to the California Online Voter Registration website.

#### Language Preference

If you wish to continue in a language other than English, please select your language below.

<a href="#">Español Spanish</a>	<a href="#">한국어 Korean</a>
<a href="#">中文 Chinese</a>	<a href="#">Tagalog</a>
<a href="#">हिन्दी Hindi</a>	<a href="#">ภาษาไทย Thai</a>
<a href="#">日本語 Japanese</a>	<a href="#">Tiếng Việt Vietnamese</a>
<a href="#">ខ្មែរ Khmer</a>	

#### Safe at Home Participants

Please do **NOT** use this form to register or re-register to vote if you are enrolled in a confidential address program such as [Safe at Home](#). If sharing your address could put you in life-threatening danger, you may be eligible to register to vote confidentially.

For more information, contact the Safe at Home program at [\(877\) 322-5227](tel:8773225227) or visit [www.sos.ca.gov/safeathome/](http://www.sos.ca.gov/safeathome/).

#### Registration Deadline

The deadline to register or re-register to vote for any election is 11:59:59 p.m. Pacific Time on the 15th calendar day before that election. If you submit an application after this time, your application will still be processed for future elections.

## Mandatory Voter Registration Assistance for **In-Person Assistance - Paper Application**

While providing **in-person assistance** Certified Insurance Agents and Certified Enrollment Counselors are required to provide voter registration services to consumers:

- Read aloud or allow the applicant to read all the “Important Notices” to ensure applicants understand their options.
- Allow applicants to answer “Yes,” “No,” “Send,” or decline to make a selection to the voter registration question.
- If the consumer wants to register to vote and internet is available, choose “Yes, I will go online” and take the consumer to <https://www.coveredca.com/resources/voter-registration/>. Select “Yes”, then choose the registration form in the consumer’s preferred language if it is offered and provide assistance filling out the form, unless assistance is declined.
- If the consumer wants to register to vote and internet is not available, choose “Yes, send me a voter registration form” and a card will be mailed to the consumer.

## Mandatory Protocol for **Phone Assistance**.

For **Certified Insurance Agents, Certified Enrollment Counselors in the Navigator Program\***, and **Certified Plan-Based Enrollers** who are permitted to provide assistance **over the phone**, do not ask the voter registration question over the phone, you **must** select the “Continue” option on the voter registration screen and Covered California will send a voter registration preference form and voter registration card directly to the applicant.

\*This only applies to the CECs in the Navigator Program.



# VOTER REGISTRATION ASSISTANCE



Certified Insurance Agents must review the In-Person Assister Procedure Task Guide for Voter Registration and Phone Procedure Task Guide available at:

<https://assisters.ccgrantsandassisters.org/>

CIAs - [In-Person Assister Procedure Task Guide for Voter Registration](#)

[Phone Assistance Task Guide for Voter Registration](#)

The task guides include Frequently Asked Questions about registering to vote to prepare you to provide equal assistance with voter registration.

**Regulations are found at 10 California Code of Regulations Section 6462. [Click here to access the regulations](#)**

For additional information on voter registration you can contact the Secretary of State's Office:

## Contact the Secretary of State:

(800) 345-VOTE (8683) - English	(800) 339-2957 - Tagalog
(800) 232-VOTA (8682) - español / Spanish	(855) 345-3933 - ภาษาไทย / Thai
(800) 339-2857 - 中文 / Chinese	(800) 339-8163 - Việt ngữ / Vietnamese
(888) 345-2692 - हिन्दी / Hindi	(800) 833-8683 - TTY/TDD
(800) 339-2865 - 日本語 / Japanese	(866) 575-1558 - 한국어 / Korean
(888) 345-4917 - ខ្មែរ / Khmer	

**Email:** [elections@sos.ca.gov](mailto:elections@sos.ca.gov)

**Website:** [sos.ca.gov/elections/new-voter/](https://sos.ca.gov/elections/new-voter/)

Or contact your county elections office.



**COVERED**  
**CALIFORNIA**

# EXERCISES



# EXERCISE 1



## Exercise 1 (Multiple Choice)

A consumer wants to register to vote **online** during an in-person online application with the Certified Insurance Agent. What should the Certified Insurance Agent do?

- A. Inform the consumer that Covered California will mail a voter registration packet, in their preferred language. Take no other action.
- B. Do not discuss voter registration with the consumer, unless other job related requirements outside of Covered California's training call upon them to do so.
- C. Select the "Yes, Open the Online Voter Registration Website" option in the online application to access the secretary of state's website . Select the registration form in the consumer's preferred language if it is offered. Also, inform the consumer that answers to the online voter registration form may be filled out in private.
- D. None of the above

C.) Select the “Yes, Open the Online Voter Registration Website” option in the online application to access the secretary of state’s website . Select the registration form in the consumer’s preferred language if it is offered. Also, inform the consumer that answers to the online voter registration form may be filled out in private.

- **Exercise 2 (True or False)**

A Certified Insurance Agent is working with a consumer for any reason **other than** to submit an application, renewal, or change of address but the **consumer specifically asks about voter registration options** through Covered California. The CIA should inform the consumer about the voter registration options.

**(TRUE)**

**Inform the consumer that:**

- Covered California will provide voter registration opportunities to consumers when they apply, renew, or change their address.
- Covered California is a voter registration agency and we offer applicants for health insurance the opportunity to register to vote.
- The decision of whether or not to register will not affect the ability to obtain health insurance or financial aid.
- To learn more or register, visit “RegisterToVote.ca.gov”, call (800) 345-VOTE (8683), or go in person to county elections office.
- Language help: Numbers for voter registration help in other languages can be found here:  
<http://www.sos.ca.gov/elections/new-voter/voter-assistance-hotlines.htm>